



# Round House Café Customer Feedback

## Questions, Comments and Answers

**Every time I get a 32 oz drink the cup leaks. I have told staff and I have co-workers who have told staff but it doesn't seem like anything's been done about it. I stopped going over there for a couple of months and I went back today and I see nothing has been done with these cups.** Thanks for the feedback and you are not alone. We feel your frustration because we have actually done quite a bit to address the problem since the cups first started leaking way back in February. We reported the issue to our supplier, who forwarded our concerns to the manufacturer (Solo), who traced the lot numbers of the leaking cups back to the manufacturing plant. Others around the region using the cups were also reporting problems. For awhile, it seemed as though the problem was fixed and the complaints stopped. But based on your email and other comments we started receiving in the last week or so, the Solo Cup rep came to the Café Monday (7/30) to address these latest reports. Because we want to stay as "green" as possible, we have been reluctant to switch the type of cups being used. However, the rep was able to offer us a suitable substitution, and we should have some "non-leaking" 32 oz cups in the Café very soon. Thanks for your feedback and your obvious patience. Hope this information helps.

**I came down for my birthday meal but was told I could only come on my birthday. I was very disappointed.** Thanks for letting us know and we got you your belated birthday meal. Generally, the Café offers one free meal (up to \$6, breakfast OR lunch, not both) to customers on (or near) their birthday, i.e., about one week either side to accommodate leave, weekends, holidays, etc. Thanks again. ☺

**Wish we had more Native American foods in the Café – not necessarily the fry bread and tortillas, but more authentic Native recipes.** Thanks for the feedback. Perhaps you've noticed that we have been offering a variety of traditional southwest Native American recipes in our "[Recipes of the Week](#)" recently. Beginning after Labor Day, watch for a special traditional menu item to be offered weekly in the Café like Mesquite Pancakes, Squash & Cheese, Prickly Pear Syrup, Tepary Beans and more. Our friends at the museum will also be coming into the Café periodically offering instruction and sample dishes made from seasonal products (like Cholla Buds).

**The music got really loud there for awhile. We couldn't hear conversation at our own table.** We investigated and found the volume had somehow been turned up. We readjusted the controls. Hope you find the present volume more appealing.

**I would like to express my utmost appreciation for the Watermelon Contest. It was tremendous fun for me and my staff. We look forward to more Food Service sponsored events in the future. Very well done and thank you.** (Gary LaRance, Director Defense Advocacy). Thank you and congratulations on winning a pizza party for your entire department, Director! There are two weeks of Olympics contests and "The Dog Days of Summer" on the [August calendar](#) for more Café fun.

**I saw a couple of things the Café workers were doing while preparing food that made me uneasy (i.e., a used rubber glove in a made to order salad bowl that was discarded, but then they used the bowl again anyway; dangling wrist jewelry touching the food being prepared). I feel the Café could do a better job (in following health and sanitation regulations) when preparing or serving the food that many of the employees and community members eat. Thank you for hearing my comment and I hope the Café stays in the community for many years to come.** We very much appreciate your observations and have addressed your specific concerns with the staff involved and readdressed proper food handling techniques in our daily meetings. Food safety is the primary concern in the Café and an ongoing training issue; and we are always striving to do better in this important area. Thank you again for your feedback.

**Sometimes I can't make it down for breakfast before 9:30, or even when I come at like 9:25 it seems like the staff is already closing up. Is there any way the Café could serve breakfast until 10 am?** We have received several comments about breakfast hours and are currently reviewing staffing and logistical issues. Thanks for the feedback – and stay tuned! ☺

**What is available for healthy food is boring and repetitive; need more choices that support the SRPMIC WellPath program.** Thanks for your feedback. Eating healthy is a personal choice – and yes, it can sometimes get boring, and repetitive. So, we reviewed the past four weeks of Café menus and counted 17 different daily station specials that were in harmony with the spirit of our WellPath program including Grilled Tilapia, Oriental Chicken Salad, our Salad Bar, Chicken Berry Salad, Stir Fry, and many more. These are in addition to the multitude of choices available daily – grab and go salads, a variety of healthy sandwiches at the deli, tuna salad or chicken salad plates, grilled seafood and chicken breasts, Hamburger protein plate, Veggie Burgers, etc. And that's just lunch. We appreciate the feedback, and will continue to strive for variety and innovation in all of our Café menu offerings.

### **Kudos & Klouts (Customer Comments and/or Suggestions)**

- Maybe you guys could offer a daily "kids' special" for Community families coming in to the Café, w/kids' pricing
- I really like your chicken strips, but, could you offer Chicken Nuggets once in awhile?
- The food has been a lot tastier lately – two thumbs up on the breakfast sausage gravy and biscuits
- How about some fried Okra? (Good idea – watch for it soon)
- Fruit hasn't been as fresh lately – some of it just plain icky!
- I would like to suggest more vegetarian soups that aren't made with cream
- Your \$1.59 muffins are way small compared to a bakery; they're more like \$.79 muffins
- The green chili menudo and posole are delicious....thank you!
- Need more Mangosteen drinks!...and...Please offer Orange Monster...and...You're out of Blue Monster again!
- They sometimes put dates on the grab and gos – and sometimes not. Please be consistent and date items all the time
- I loved the turkey stuffing made with chorizo sausage and hope you can offer more often
- The latest Lunch & Learn (Shish Kabobs and Grilling Tips) was the best yet! Thank you!
- When are the Frybread Tacos available (they are available daily at the grill)
- Our catering delivery was late. It would have been nice if somebody called to tell us it would be late...

### **To submit your feedback...**

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

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